



AI Adoption & Mindset

Contracting body

30 Jan 2026

Issue 1.0

© 2026 CGI IT UK Ltd

CGI

Table of contents

1.	Service Description	4
1.1.	Service Overview	4
1.2.	The Need	4
1.3.	Our Approach	5
1.4.	Example Deliverables	6
1.5.	Case Studies	6
2.	Service Pricing and Terms and Conditions	7
2.1.	Pricing	7
2.2.	Terms and Conditions	7
3.	Further information	8
PROPRIETARY AND CONFIDENTIAL		9

Service Definition overview

CGI's AI Adoption & Mindset service empowers organisations to embrace AI tools and solutions confidently and responsibly across their organisation. Designed to unlock behavioural change and accelerate value realisation, the service helps teams shift from experimentation to scaled adoption by building the right culture, capabilities, and ways of working. Our scope covers from Generative AI workplace productivity tools such as M365 Copilot, through to custom built AI solutions for a specific use case.

Focused on aligning people with AI technology and evolved working process, we help address the cultural resistance, mindset, behavioural and skill shifts that commonly stall AI initiatives. By enabling teams to trust, understand and effectively collaborate with AI tools, we can strengthen organisational resilience, enhance delivery performance, and prepare the workforce for an AI-enabled future.

Why CGI?

What sets CGI apart in AI Adoption is the power of combining our technology delivery expertise with our business consulting and change management capability. Our multidisciplinary teams unite engineers, data specialists, consultants, and behavioural change experts to deliver AI solutions that work technically and land effectively with users. This integrated approach ensures that AI is adopted responsibly, sustainably and with maximum impact, helping organisations accelerate value, uplift workforce capability, and build future-ready, AI-enabled operations.

CGI brings deep, firsthand experience in delivering AI adoption and deployment across complex client environments. We have supported organisations at every stage of their AI journey, from early experimentation and proof-of-concepts through to scaled enterprise rollouts, ensuring solutions are not only technically sound but fully embedded into day-to-day ways of working. Our track record spans software delivery teams, operational functions, and strategic programmes, helping clients realise measurable value from AI with confidence, control, and clarity.

Our AI adoption approach is grounded in lessons learned from our own internal transformation. By deploying AI tools across CGI globally, we gained insight into what truly accelerates adoption: clear leadership alignment, the right guardrails, behavioural change, and sustained capability building. This internal experience now underpins the strategies we bring to our clients. Our experience with enterprise ChatGPT adoption, AI-enabled software engineering, and internal productivity accelerators provides us with practical knowledge of what it takes to introduce new tools, shape behaviours, redesign workflows and build trust at scale. This experience allows us to share proven patterns, avoid common pitfalls and bring real-world credibility to our client engagements.

Our internal deployment of ChatGPT grew from an initial 250 licenses to 7,000 active users, with widespread adoption across business units and corporate functions. This has generated measurable impact: 31% of users report more than a 20% productivity improvement, while 7% achieve time savings equivalent to gaining an extra full working day per week. AI literacy has also increased significantly, with 89% of users reporting improved understanding and confidence after engaging with our training and enablement programme.

These results not only demonstrate the value of AI when adopted responsibly, they prove that CGI has tested, refined, and validated the cultural, behavioural, and organisational levers required for success. This experience enables us to guide clients through their own AI adoption journeys with practical, evidence-based approaches grounded in what we have already learned ourselves.

1. Service Description

1.1. Service Overview

Your Need	As a consultancy specialising in technology and organisational change, we provide a comprehensive, end-to-end service for AI adoption, ensuring AI tools are not only implemented successfully but embraced by your people and integrated into the culture, behaviours, and ways of working of your organisation. Our approach focuses on building the confidence, capability and mindset required for teams to use AI safely, responsibly, and effectively. • Understand which AI tools best serve your organisation and the diverse roles within it, with a focus on how people think, behave, and make decisions. • Introduce and embed AI tools in a way that shifts mindsets, overcomes resistance, and supports new, technology-enabled ways of working. • Prepare teams to adopt and utilise AI, confidently building literacy, trust and awareness of role-specific use cases and potential risks. • Create a culture of experimentation, continuous learning, and responsible innovation so teams feel safe to explore AI and refine their practices. • Identify and realise the benefits and opportunities of AI while developing the behaviours needed to sustain adoption and drive long-term value.
What we offer	Our key offerings include: • AI Strategy & Roadmap Development • Tailored Change Management Approach • Technical Expertise & Deployment of AI • Employee Upskilling & Enablement • Ongoing Support & Optimisation.
What you get	Our integrated approach combines the latest technology solutions with proven change management strategies to ensure your organisation not only adopts AI, but develops the mindsets, behaviours and culture required to thrive with it. We focus on helping people understand, trust, and embrace AI so that new tools become part of everyday work, not just new systems to implement. What you get: • A clear understanding of how AI impacts your organisation, roles and behaviours, identifying cultural barriers, mindset shifts and opportunities for augmentation. • A change plan that prepares your people for adoption, aligning activities to strategic objectives while addressing the behavioural, cultural and capability shifts required. • Creative communications and engagement activities designed to build trust, challenge misconceptions, and drive genuine buy-in for responsible AI use. • Multi-channel training and enablement that not only teaches how to use AI tools, but builds confidence, critical thinking and the behavioural skills needed for long-term adoption. • A structured pathway that enables your organisation to scale its use of AI, applying lessons learned to embed a future-ready culture of continuous learning and innovation.

1.2. The Need

Why you should consider AI

AI is rapidly becoming a critical driver of organisational performance. It enables businesses to automate routine tasks, enhance decision-making and optimise processes, delivering measurable gains in productivity, accuracy, and efficiency. By analysing data at scale and providing timely insights, AI helps organisations respond faster to change, improve services, and reduce operational costs.

AI also unlocks new value by augmenting the workforce and enabling more personalised, proactive and human-centred experiences. Organisations that build AI-enabled capabilities today, supported by the right culture, skills and governance, will be better positioned to thrive in a digital, data-driven future.

Proactive Adoption to Mitigate Risks

As AI capabilities evolve at pace, organisations must adopt a balanced, proactive approach to managing the opportunities and risks these technologies present. By engaging with AI in a timely manner, organisations can develop the governance structures, ethical frameworks, and policy controls needed to use AI safely, responsibly, and transparently. Right time adoption enables teams to build capabilities, test guardrails and embed secure, compliant practices before AI becomes deeply integrated into critical operations.

Taking this approach also helps organisations identify and mitigate human and behavioural risks, such as lack of trust, misuse, skill gaps, and resistance to change, as well as operational and implementation risks like data quality, process disruption, and unintended bias. By preparing people, refining policies, and strengthening organisational resilience ahead of widespread deployment, businesses can ensure AI enhances performance while maintaining safety, accountability and public or customer confidence. This balanced, forward-looking approach creates a solid foundation for sustainable, ethical, and scalable AI adoption.

1.3. Our Approach

CGI's approach to AI Adoption & Mindset is built on the principle that successful AI implementation is as much a people transformation as it is a technology transformation. Our methodology combines behavioural science, organisational change expertise, and deep engineering capability to ensure that AI is not only deployed but embedded, trusted, and scaled across delivery teams.

We follow a structured, repeatable framework designed to fit all shapes and sizes of organisations in the UK. It supports organisations from early discovery through to long-term adoption and reinforces new AI-enabled ways of working.

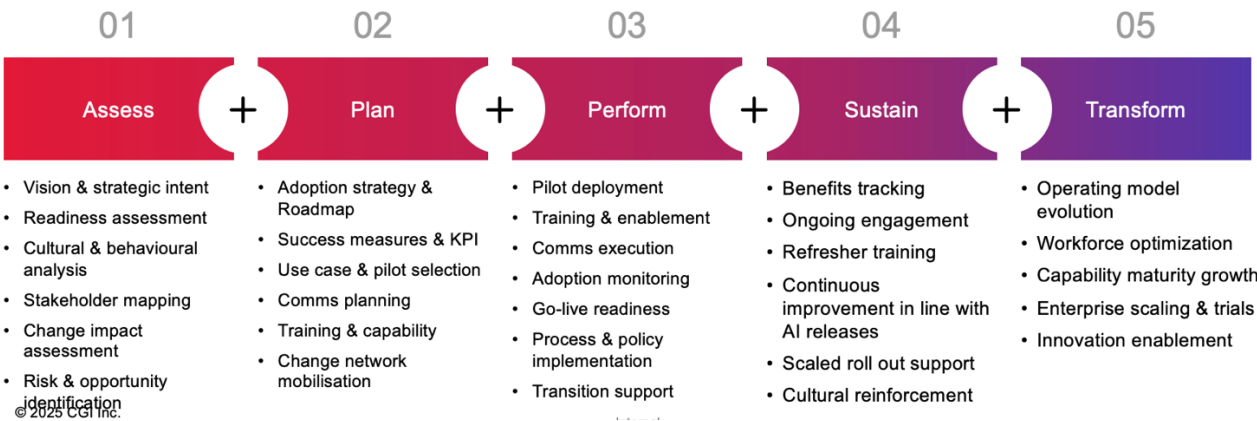


Figure 1: Helping organisations embed AI through structured assessment, delivery, adoption and continuous improvement

1.4. Example Deliverables

Example Deliverables			
	Example	Description	Value
Business Case		A detailed business case document, outlining benefits, ROI, risks, mitigations, high level service design and a deployment plan	- Business case document that can be shared and reviewed for budget approval for a wider roll out - High level service designs (process flows, personas, RACI etc.) - Tangible next steps and recommendations
AI Risk Assessment		- Provides a view of where and how the change(s) will impact an organisation across people, process, technology and data - An overview of the potential risks and recommended treatments / mitigations to those risks	- Dedicate and target change support to areas with most impact - Consolidated treatments and mitigations to drive the deployment plan for a wider roll out - Confidence in Gen AI tooling and the addressing of potential risks
Training & Comms		- Comprehensive training materials tailored to the Gen AI tool and your organisation - Targeted comms and engagement plan	- Users feel well equipped to use Gen AI tooling safely - Higher adoption rates for Gen AI tooling - Raised awareness of strategy and Gen AI messaging

Figure 2: Examples of practical deliverables that support governance, risk mitigation, training and informed investment decisions

1.5. Case Studies

1.5.1. M365 Copilot Proof of Concept – Nuclear Engineering business

The challenge:

CGI was engaged to lead on the Change Management activities for a M365 Copilot Proof of Concept (PoC) for a complex cross-functional organisation. The PoC aimed to evaluate if M365 Copilot helps the client in improving productivity and innovation across its entire business. Alongside this, the client wanted to assess how secure & compliant the tool is to its stringent policies & requirements (internal and external regulatory).

Our approach:

- The PoC was structured with an initial week of mobilisation and four weeks of user engagement, testing, and feedback.
- Twenty users were selected across a complex cross-functional business (e.g. IT, Compliance, Internal Audit, Supply Chain), with their specific use cases for using the tool and how it could potentially benefit them and their team.
- Success measures (productivity, innovation, compliance & user adoption) and metrics were defined with the client on how to assess the PoC and the resulting data.
- CGI led on key enablement activities such as technical readiness, training, onboarding, continuous comms & engagement, monitoring & assessment of PoC.

The outcome:

- Training: CGI provided introductory level training to users on M365 Copilot as a workplace tool with regular guidance through engagement posts.
- PoC Support: Participants used Copilot in their day-to-day tasks, with CGI providing project-led communications to encourage knowledge sharing and regular focus groups to gather feedback.
- Learning and Skills Development: The PoC served as a learning experience, with participants gaining new skills and enhancing existing ones through their interaction with M365 Copilot.

- **Data Analysis and Final Report:** An analysis of qualitative and quantitative data from the PoC was conducted, culminating in a final report. This report highlighted the successful adoption of Copilot and provided insights into its potential for broader application within Nuclear Engineering.

1.5.2. M365 Copilot Wider Roll Out – Nuclear Engineering business

The challenge:

Following a successful Proof of Concept, the client required further development of a detailed and comprehensive business case for Generative AI tooling. The client also required support in the key design and implementation activities for deploying M365 Copilot in a phased and controlled manner. CGI was tasked with leading on the business case and the key activities for implementation across the organisation.

Our approach:

- To support the client through their defined business excellence (gated) process for business change. This includes the development of a business case through workshops across the organisation for a benefits and risks assessment.
- Develop key artefacts to support implementation such as process flows, user personas, tailored use cases, RACI model, and a detailed deployment plan.
- Lead business change activities to enable deployment of Generative AI tooling and M365 Copilot
- Support the phased implementation and roll out of M365 Copilot and enable a benefits realisation framework to monitor key success metrics.

The outcome:

- **Business case development:** CGI defined the business case and supported the client in meeting their gated requirements for each stage. This included a detailed assessment of the risk exposure and suitable mitigations.
- **Pre-implementation readiness:** CGI led on key enabling activities to support the roll out of Generative AI tooling, this included designing and defining; principles & guidelines and updates to the Acceptable Use Policy, Communication and Engagement plan, Generative AI Training Course.
- **Generative AI training course:** Working closely with the Learning & Skills team, CGI designed an interactive training course, specifically for introducing Generative AI (the modules included How to use AI responsibly, Responsible AI principles & framework and Intro to M365 Copilot tooling).
- **Implementation:** Delivered key implementation activities to enable phased roll out. This included ServiceNow workflow design, Security Purview enablement, Licence procurement, SharePoint and Teams site build, User selection, and onboarding.
- **Post-implementation:** Following the successful launch of phase 1, CGI led key benefits realisation activities to gather data and feedback against the four defined success measures. This was through focus groups and surveys across phase 1 user group, and through internal dashboards.
- **Service transition:** Supported the transition to live BAU service for requesting and managing of the tool licence into Service Desk and IT.

2. Service Pricing and Terms and Conditions

2.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

2.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

3. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

PROPRIETARY AND CONFIDENTIAL

The information contained in this document is confidential to CGI and/or CGI group companies. This document shall not be reproduced in any form or by any mechanical or electronic means, including electronic archival systems, or submitted to a generative AI tool without the prior written approval of CGI. The receiving party may use this document and the information contained in it for the purpose of evaluating CGI's proposal only. Any personal data included in this document must not be replicated, stored or distributed beyond the immediate recipient or used for any purpose other than evaluating the document.

This proposal is subject to contract and shall not be binding unless and until execution by CGI and Contracting body of a final agreement to the proposal, containing the terms and conditions that will govern the relationship between the parties. Any final agreement is conditional (inter alia) upon due diligence and customary business investigations by CGI. The results of such due diligence and/or investigations may impact upon content of this proposal, including the business structure, business terms and financial arrangements.

If you have received this document by mistake, note that the reading, the reproduction or the distribution of this document is strictly forbidden. You are hereby requested to inform us by telephone at +44 0845 070 7765 and to return this document by special delivery marked for the attention of Simon Figg.

Except where indicated otherwise, all names, trademarks, logos and brands (registered or not) referred to in this document are the property of a company in the CGI group or its licensors.

The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

Simon Figg

Frameworks Manager

CGI IT UK Ltd

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

Tel: +44 0845 070 7765

